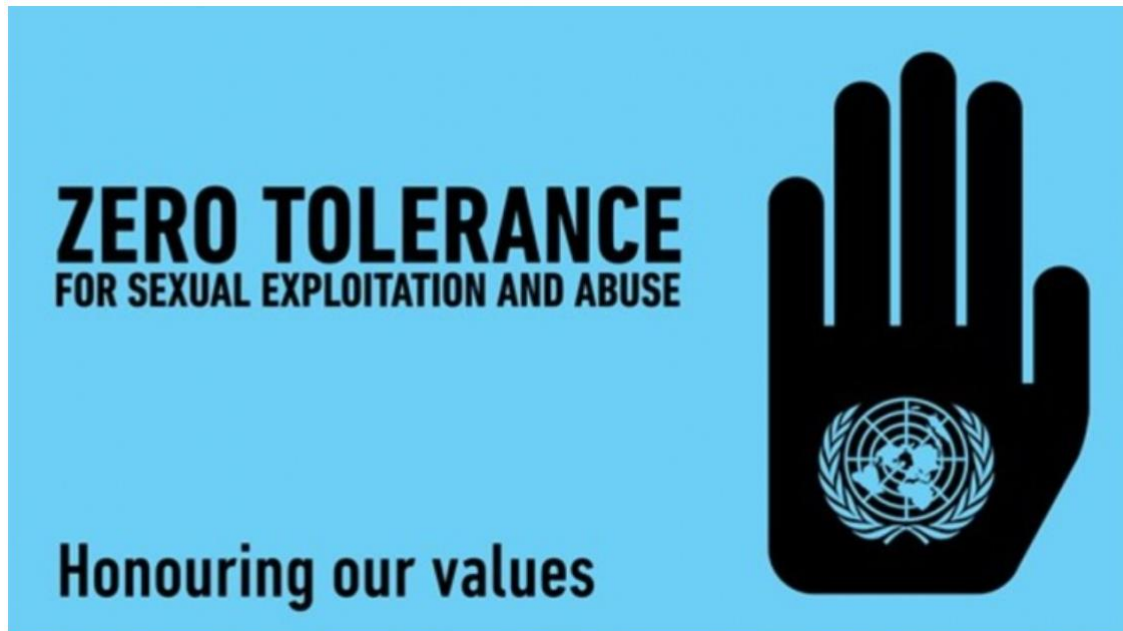


Zero tolerance for sexual abuse in Guatemala and Mozambique



Under the leadership of the Resident Coordinator, the UN Country Team in Guatemala strives to establish a robust system of prevention of sexual and exploitation abuse (PSEA).

The PSEA Network of the UN Country Team in Guatemala recently invited the PSEA Coordinator of the UN team in Mozambique to learn from their experiences in an intense session on how to build a Community-based Complaint Mechanism.

Mozambique has made great strides recently in creating a Community-based Complaint Mechanism that allows for safe, confidential reporting of sexual and exploitation abuse.

The main reporting channel -- *Linha Verde da Resposta de Emergencia* -- is a toll-free interagency hotline accessible between 6 am to 9 pm, 7 days a week, in local languages.

[Linha Verde](#) is a mechanism to report abuses, which may arise amidst processes of emergency and humanitarian assistance.

It supports the vulnerable populations and humanitarian actors in their making requests for information, assistance or raising concerns related to emergency humanitarian assistance processes, including reporting sexual and exploitation abuse.

Meeting participants discussed the experiences of the interagency PSEA Network of Mozambique regarding the co-creation of standard operating procedures for establishing a call centre, all while respecting the confidentiality of data.

Mozambique and Guatemala may be what social science refers to as “most different systems design”. They are geographically and culturally distinct and diverse.

And yet, they are connected in their commitment to operationalizing the [Secretary-General's Zero Tolerance Policy](#) and assisting the furthest left behind. Both work relentlessly to allow communities to report in safe, confidential, and accessible ways.

Resident Coordinators have system-wide responsibility for ensuring that a collective PSEA Strategy and country-level PSEA Action Plan are developed.

The PSEA Strategy must include safe and accessible interagency, community-based complaint mechanisms, agreements for information sharing, and victim's assistance services.

The South-South cooperation in Mozambique and Guatemala is the quintessence of the newly revised [Management Accountability Framework](#), which squarely puts [prevention of sexual exploitation and abuse](#) to the centre of [United Nations reform](#).

Guatemala, the second country to appoint a [Victim Rights Focal Point](#), is now reviewing different models of establishing a connected field team of first respondents to sexual and exploitation abuse, with people at the centre and included at every step of the way.

[Learn more about the UN's efforts to end sexual exploitation and abuse on iSeek.](#)

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